



Introducing the new Client and Matter Risk Assessment within eCOS

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Today, firms are under more pressure than ever, not just to show compliance by asking the right questions when assessing the risk of a new instruction, but also to **clearly document how** they have reached their decisions. The SRA's guidance makes it clear that a complete risk assessment is not simply about running checks; it is about demonstrating the reasoning that supports your conclusions.

This is where I believe technology has a real role to play in making the entire process simpler, easier, and faster. Compliance should not feel like an added burden or a process that sits outside your everyday work. It should happen naturally as part of how you onboard clients and manage matters.

That thinking has guided the development of our new **Client Matter Risk Assessment (CMRA)** feature within eCOS. CMRA allows firms to review the results of our ID, AML, and Verification of Funds checks, assess client and matter risk, capture those decisions, and record their reasoning, all within the same workflow. Every step is stored alongside the supporting data and reports, creating a clear, auditable record of compliance as you go.

CMRA provides an integrated framework that keeps firms compliant throughout the onboarding process. It ensures that the work you are already doing to verify clients and complete AML checks directly informs your risk assessment, without extra admin or rekeying.

You can now add a CMRA to any eCOS Workspace from within the eCOS Matter Viewer. CMRA is **included free with all eCOS orders**. We are currently rolling it out to early adopters, and I am already hearing from firms who value having their compliance process fully connected inside eCOS.

By embedding risk assessment within onboarding, firms gain three key advantages:

- (1) **A consistent and documented compliance framework.**
- (2) **Less duplication of effort and fewer systems to manage.**
- (3) **Better visibility of client and matter risk across the business**

This first release is just the start. We are already working on enhancements that will allow firms to configure their own templates and automate parts of the assessment using data already held in eCOS and across the wider InfoTrack UK platform. These improvements will give firms even greater flexibility while maintaining a clear, auditable compliance process.

At InfoTrack, our mission has always been to make compliance an integral part of how firms work, not an afterthought. CMRA takes that a step further by keeping firms compliant as they go, supporting better decision-making, and helping ensure every client and matter meets regulatory expectations.

If your firm would like early access, please reach out to your InfoTrack Account

Manager or contact our team directly. I am looking forward to seeing how firms use CMRA to strengthen their compliance from the very start of the onboarding journey.

For more information, speak to our team today:



About InfoTrack:

At InfoTrack, we believe legal professionals deserve solutions that reflect the importance of their work, the trust they uphold, and the value of their time. Our purpose is to empower law firms to thrive in the digital era. Since launching 10 years ago, we've grown to support over half the industry, with 25,000 professionals relying on us every day to manage their workload. Our smart, secure, and deeply integrated platform simplifies key tasks from client onboarding to post completion, all within a single sophisticated platform. In 2024, InfoTrack received the King's Award for Enterprise in Innovation for modernising conveyancing through technology.

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